APOLLO/GALILEO Interface Preparation

Preparing for Interface

This chapter applies to Apollo/Galileo customers in the US, Canada, Mexico, Guam, Caribbean (US territories) and Japan.

Preparing for Interface starts by contacting your APOLLO representative. When APOLLO initially enables the interface of a Machinable Interface Record or MIR, APOLLO assigns the interface a line number, or LNIATA. You need to know this LNIATA for many of the formats used to control your APOLLO interface. (For further information see HELP LINK or your APOLLO documentation.) Contact your APOLLO sales representative to establish any branch links that may be required for interface.

MIR Level 92

APOLLO has several interface levels controlling the format of the MIR records generated by Invoice and Ticketing commands. *Trams* supports MIR Level 92

MIR Device LNIATA

The APOLLO MIR Device terminal line address or LNIATA is configured to a controller port by APOLLO. Many of the commands controlling interface transmission require the LNIATA. Type HMLD at an APOLLO workstation to verify linkage to the MIR device. Type **HMLM***Lniata***DA** to establish the link to the MIR device.

The Standard Protocol for APOLLO Focal Point is: [9600 | Odd | 7 |1]

MIR to FILE - Apollo Configuration

Apollo may setup your interface for MIR to file. This is an Apollo option, and not available for **all** Apollo platforms. This option requires that the MIR device is configured at an Apollo workstation, and uses the print server configuration to capture MIRS to a folder on the Apollo controller.

Trams needs access to the exact path and folder name.

C:\MIR

APOLLO Interface Control

The APOLLO Machinable Interface Record, (MIR) is held on queue by APOLLO, pending transmission to your office. The MIR's are held on queue for a limited time after creation, based on your "purge" date. Refer to the APOLLO help desk for further information on your "purge cycle". After the MIRs have been sent, a copy is available for retransmission for a **limited time**. The records are purged from the queue within 72 hours.

APOLLO assigns a line address (LNIATA) when interface is first established. You need to know the LNIATA for many of the formats used for interface. (For additional information on interface commands see **HELP LINK** in the APOLLO system.)

Establishing the Link - HMLMLNIATADA

This entry is normally only initiated once, when you enable a workstation interface. It must be made for **each** APOLLO workstation in your office. This establishes the line address for communication to the Interface queue. *Trams* receives records from the Interface queue.

Checking the Status of the Link - HMLD

This entry allows you to see the status of the MIR device from the APOLLO side. APOLLO responds with a status of devices. Under the Header of MIR DEV you see the LNIATA for your MIR DEV followed by a status indicator of up or down.

D = interface link is down

U = interface link is up

Queue Message Count - HQC

The HQC command displays the current queue status for tickets, invoices, and accounting records.

Type	Port	Pending	Sent
Tkt	02	0	20
Inv	03	0	14
Acc	04	8	0

In the *Type* column, Acc reflects the status of all MIR's created for the period. Looking at the above example, there are 8 MIR's under the *Pending* column. These 8 records are still on queue and waiting to be transmitted to *Trams*. The number listed under the *Sent* column represents the number of MIR's that have been transmitted to *Trams* that day. In our example, 0 records were transmitted to *Trams*.

The life span of a MIR in Pending status is based upon the Apollo "purge" date. Check with the Apollo help desk to determine which days of the week the MIR's are deleted from the queue. The life span of a MIR in Sent status is 3 days.

Bring Up the Link - HMOMLNIATA-U

This entry requests APOLLO begin the transmission of records from the queue to *Trams*.

Bring Link Down - HMOMLNIATA-D

To stop transmission of MIRs from APOLLO you must bring the interface link down. This command should always be issued at the end of an interface session to ensure that MIR's created later are held until the next Interface session.

Bring Up the Link (Canadian Customers) - //HMUPAPOID

This entry requests APOLLO begin the transmission of records from the queue to *Trams*. When transmission is complete the HQC command shows 0 in Demand Pending and a record count under Demand Sent.

The TBO Interface Program must be ready to receive interface records before sending records from Apollo.

Bring Down the Link (Canadian Customers) - //HMDPAPOID

To stop transmission of MIRs from APOLLO, you must bring the interface link down. This holds any new MIRs on queue until the next interface session.

Quick Start - HQSLNIATA

Sometimes interface messages get stuck in the communications buffer in APOLLO. This entry restarts the transmission. It should be entered if the link status is UP, but TBO Interface is not receiving the interface records.

TBO Interface Program must be ready to receive interface records before sending records from Apollo.

Re-transmit Records

To re-transmit records that have already been sent, first issue an HQB/ACC/DS to see MIR's by sequence number. The image of a MIR appears on the screen. Issue the HQT command to retransmit that one record. HQB/MD moves you to the next MIR, continue issuing the HQT until all MIR's desired are retransmitted.

HQB/ACC/DS	Display first message sent
HQB/ACC/DP	Display first message pending
HQB/ACC/00123	Display mess by seq #
HQB/MD	Scroll down in HQB display
HQB/MD5	Scroll down 5
HQB/MU	Scroll up in HQB display
HQB/MU5	Scroll up 5
HQT	Resend from HQB display
HQT/00123	Resend single item by seq #
HQT/00123-00133	Resend seq #'s by range (recommendation is no more than 20 at a time)

Controlling the Apollo MIR

This is not meant to be an exhaustive list of Apollo commands to control the Accounting queue. Please check with Apollo Galileo support for additional definitions.

APOLLO Command	**Description**
HMLD	Verify linkage of CRT to MIR line & obtain line address (usually ending in 04)
HMLM*LNIATA*DA	Link CRT to MIR line
HMOM*LNIATA*-U	Place linkage in UP status
HMOM*LNIATA*-D	Place linkage in DOWN status
HMLMAPOIDDA	Link CRT to MIR line (Canadian Customers)
//HMUP APOID	Place linkage in UP status (Canadian Customers)
//HMDP APOID	Place linkage in DOWN status (Canadian Customers)

HQS*LNIATA*	Restart Queue print buffer
HQC	Count # of mess pending/sent
HQB/ACC/DS	Display first message sent
HQB/ACC/DP	Display first message pending
HQB/ACC/00123	Display mess by seq #
HQB/MD	Scroll down in HQB display
HQB/MD5	Scroll down 5
HQB/MU	Scroll up in HQB display
HQB/MU5	Scroll up 5
HQT	Resend from HQB display
HQT/00123	Resend single item by seq #
HQT/00123-00133	Resend seq #'s by range (recommendation is no more than 20 at a time)

Establishing Daily Procedures

Go over the Interface Overview Section for a detailed description of the Download and Processing Steps. Use this as your guide to establishing daily procedures.

Interface is a great tool for communicating with the Trams back office system. In order to optimize the data base that Trams is creating from your AIRs, set up some minimum daily requirements to ensure the integrity of the data and to maintain the system.

TBO=*Trams* Back Office (Windows)

Download Procedures for TBO

1) From the *Trams* Main menu select **Interface|Download**

- Receive the records captured into Trams
- Click on the *Close* button to exit from the download screen

2) From the Apollo workstation [Must be in a reservation screen]

- HQC to display the current status for ACC records.
- HMOM*lniata*-U to bring the interface link up.
- HQC to view the messages leaving the interface queue. Continue this command or the alternate HQC*lniata* until the interface queue has moved all records from pending to sent. The TBO interface program alternates between waiting and receiving.
- HQS*lniata* to quick start the interface if messages are not moving off the queue.
- HMOM*lniata*-D to bring the interface link down.

3) Once all records have been received, press the Escape Key to go back to the main menu.

4) From the *Trams* Main menu select **Reports|Interface**

- Review the Download Error Log for missing invoices.
- Print the Interface Invoice List to compare to your invoice hard copies.

5) From the *Trams* Main menu select **Interface|Process**

- Process all records until the file is empty.

6) From the *Trams* Main menu select **Invoice|Query**

- Enter the date range you just processed and reconcile to your invoice hard copies.
- Make any changes to records at the invoice or booking level.
- Add any missing invoices
- Void any invoices to be voided
- Enter Full Invoice refunds

7) From the *Trams* Main menu select **Reports|Invoice**

- Run the ARC/BSP reconciliation report
- Reconcile agent/auditor coupons to the ARC reconciliation report
- Correct any errors in the booking itself by going to **Invoice|Query**.

8) From the *Trams* Main menu select **Payments|Received**

- Enter any cash/check payments received from clients and vendors.

9) From the *Trams* Main menu select **Reports|Payments|Receipts**

- Reconcile the day's receipts to the bank deposit slip

10) From the *Trams* Main menu select **Payments|Made**

- Enter all the agency disbursements

11) From the *Trams* Main menu select **Reports|Core**

- Process and review the Core Reports - Client Balances, Vendor Balances, ARC|BSP Balances and Check Register. The ARC/BSP Balance report only displays data after the first ARC settlement has been processed in *Trams*. Until the first ARC settlement is processed in *Trams*, the ARC/BSP Reconciliation (**Reports|Invoice|ARC/BSP Reconciliation**) report may be used to verify all ARC/BSP documents.

12) From the *Trams* Main menu select **Utilities|Backup**

- Every day, backup all data that has been entered

Interfacing Multiple Branches

If you have multiple branches, Apollo links the branches to a single Application queue. *Trams* sorts the invoices into their proper branches by ARC/BSP numbers. Set up ARC/BSP numbers in *Trams* prior to sending records from Apollo. There is no separate licensing agreement needed for multiple branches unless financial reporting by branch is required. In addition to loading the ARC/BSP numbers, set the field "Allow Branch Entries" to "STP" or "FULL"

To set up Branches in *Trams Back Office,* go to **Utilities|Set Up|Branches.** If multiple branches are not being maintained in one *Trams* program, but in separate *Trams* programs for each branch, issue the HMOMLNIATA-U separately for each branch. Each branch should have a separate Line Address and license agreement for *Trams*.

Entries Affecting Invoices and Tickets

The APOLLO Machinable Interface Record or MIR transmitted to the *Trams* system gets its information from the PNRs you create. How information is entered into the PNR is directly related to *Trams'* success in translating the information. A special Ticket Remark called an Accounting Remark line entered with a **T-** format must be included in the PNR before

invoicing to capture specific information about the customer and the transaction. These entries do not appear on the APOLLO invoice but do transmit to *Trams* in the MIR.

Trams requires a customer for each invoice, and a vendor and agent for each booking. Agents are interfaced automatically just by the sales agent sine-in. Vendors are automatically tracked by their relationship with APOLLO. By selling direct we can capture the vendor information. Manual and passive bookings may need more specific entries for translation by *Trams*.

The APOLLO 'pillow' key is represented by facing brackets ([ ])

Special Note: Interfaced Air bookings (ARC and non-ARC) that don't have fare by leg information, will have fare-by-leg auto-calculated based on the Base Fare divided by the number of legs.

Customer ID or Customer Number T-CA

The Customer ID should be made mandatory for interfacing to *Trams*. The Customer ID is translated as the Interface ID in the *Trams* client profile and can be included in transferable lines of the APOLLO Profile Bars. Interface ID's can be a maximum of 10 alphanumeric characters. *Trams* recommends a customer number for every billable client, capturing billing and marketing information. If your agency currently allows the tracking of house accounts, you may continue, but *Trams* recommends the tracking of leisure clients for mailing lists and marketing analysis.

New client profiles can be created in Trams during the interface processing. This slows the interface processing down at first, but saves a lot of manual data entry, time and research. It allows you to start interfacing to an empty database

Apollo customer ID prints on tickets and invoices, if the T-CA entry is used. **Note:** Trams reads the branch number from T-CA entry.

T-CA-branch[]acctnumber[]agentoverride
T-CA-11[]6055827805[]CW

or

Leisure Customer ID	T-AN3106882324
Corporate Customer ID	T-ANABCINC

Note: Select one entry, not both to transmit the Interface ID to Trams. If both the CA and the AN entries are used, the last entry overrides the first. Profile bars can be built in Apollo for the purpose of storing the Interface ID and possibly other client info if desired. To build a Profile Bar with Apollo, the only mandatory information would be the account name and Interface ID.

BPB/ABC CORP	Format to create profile bar
LN# Y/T-AN 1234	Adds client account number to a transferable line
LN# Y/W-	Adds billing address to a transferable line
BE	Ends profile bar entries
S*ABC CORP	Retrieves profile bar

(Refer to HELP PROFILE or call the APOLLO help desk for additional information on formats.)

* We now read the booking agent override from the T-CA entry in Apollo/Galileo.

W-Address Field W-

The customer name and address information entered as the **billing address** can interface to *Trams* for any **new** client. *Trams* accepts up to 37 characters for each address field between the pillows [ ]. The address interfaces when creating new client profiles during the interface process. A change of address for existing clients is noted in the Processing Error Log for review, but does not update existing profiles.

Client Billing Address information interfaces for any new client to create a mailing list.	W-ABC Toy Company[]345 Main Street/Suite 1235[]Los Angeles CA Z/90045 W-John Smith[]577 W. Broadway[]San Pedro CA Z/90731

Trams only reads the APOLLO Client Delivery Address if the billing address does not exist.

Client Delivery Address only interfaces if NO billing address exists.	D-JOHN THOMAS[]2346 NW CENTRAL AVE[]LOS ANGELES CA z/90045

Phone Numbers P:CTYR/

The primary and fax phone numbers are captured in the *Trams* profile for new customers only. The last telephone number entered, with an R or B in the Apollo PNR, transmits to the Phone field of the new *Trams* profile. All other phone entries with the R or B indicator are ignored. The telephone number that is entered with the letter F is transmitted into the Fax field of the new *Trams* profile. No additional entries are needed in the PNR

Apollo phone number entries	P:LAXr/310-641-8726 P:LAXb/310-641-8728 P:LAXF/800-288-8728

Client E-mail Address P:CTYE/

The client e-mail address can be captured via interface when creating new clients or to update client profiles with an e-mail address. Trams reads the Apollo formats for e-mail from the phone field designated by the E indicator. E-mail addresses may also be transmitted to Trams by using the T-EU remark entry.

APOLLO E-MAIL ENTRY	P:LAXE/PHILLIP//APPLE.COM
paulmcc@apple.com **b_gates@msoft.com** **mickey-mouse@disney.com**	T-EUPAULMCC//APPLE.COM T-EUB--GATES//MSOFT.COM T-EUMICKEY/MOUSE//DISNESY.COM

Character definitions used:

// used for @ at symbol

-- used for the _ underscore symbol

/ used for the - dash symbol

Ignore E-mail Updates in Apollo Interface: An -NE option (No E-mail) to ignore e-mail updates on Apollo interface can be enabled if the option -NE is entered in the Option field in the Interface/Download Screen.

Interface Invoice Over to TBO as Open F-XINV & F-XINVOICE

The F-XINV and F-XINVOICE entry allows the Apollo invoice to interface over as OPEN when the option in **Utilities|Setup|Global Defaults|Interface Mailmerge** tab called *Allow Cash/CK payments* is enabled.

Note: To verify the items that interfaced to TBO as closed (cash/check form of payment), the Receipts report in TBO (**Reports|Payments|Receipts**) can be run to verify all monies have been received and if not, the Client Payment can be voided to show a status of OPEN until the check or cash is received.

Agent ID Override T-SA

APOLLO includes the two-character agent ID of the sine-in agent creating the original PNR. The agent is interpreted by *Trams* as the inside sales agent for productivity reports. The agent ID from APOLLO must match the Interface ID in the *Trams* Agent profile. A total of 9 agents can be linked to a single booking.

Any commissions entered with the T-SA apply to all bookings on the invoice, and override any default commissions in the Agent profile. Agent statement information entered prints on agent statements. The first T-SA entry followed by an agent sine, overrides the booking agent. Any additional T-SA entries add new sales agents. A mandatory pillow [] is required between data elements to allow for various length alphanumeric characters.

Use SA alone to ignore the original booking agent.	T-SA
Override an inside agent.	T-SALR
Add inside agent at 20% commission.	T-SAMM[]20
Add inside agent 80 at 20% and agent statement remarks.	T-SA80[]20[]BONUS OVERRIDE
Add inside agent 80 at 20% for this booking only.	T-MS9S*VCRCCL*TT9*TF1000.00*CM0*SA80[]20

Agent statement remarks print on agent statements.

Outside Agent ID T-OA

Trams tracks additional outside agents for commission statements and productivity reports. A total of 9 agents can be linked to a booking. The outside agent ID should match the Interface ID in the *Trams* Agent profile. Commission rates entered here overrides any defaults set up in the Agent Profile screen for this invoice only. (*See the PROFILE chapter in the User's manual for a full description of agent profiles*.)

You may want to use the agent features in the client profile to link an outside agent and commission rate to a specific client. Any new information received through interface does not override this link. A mandatory pillow [] is required between data elements to allow for various length alphanumeric characters.

Add outside agent	T-OASM
Add outside agent at 30%	T-OASM[]30
Add outside agent and Agent statement remarks	T-OA80[]30[]CRUISE PROMO
Add outside agent 80 for this booking only.	T-MS9S*VCPRINCESS*TT9*TF1000.00*CM0*OA80

The agent Interface ID can be up to 10 alphanumeric characters. This may not be practical for inside agents, since Trams reads the original booking agent defined in Apollo. It can be used effectively for outside agents if you prefer to use the agent's name as the Interface ID.

T-OASUSIE[]50[]RCCL PROMO

Note: Outside agents can be linked to a customer profile instead of interfacing. Use one option or the other, or you receive 2 outside sales agents.

Department Information T-DP

Department information interfaces to *Trams* with the T-DP entry. Enter up to 10 alphanumeric characters for the department. The department information is included in invoice information and available for reporting and sorting through the *Trams* report generator.

Add department to all bookings on the invoice	T-DPWESTERNn
Add department information at the booking level	T-MS9S*VCRCCL*TT9*TF1000.00*CM10 T-MS9*DPSALES

UDIDS Remarks T-UD1

User Defined Interface Data Storage or UDIDS remarks track customer related information used for reporting and sorting purposes in the *Trams* report generator. UDIDS can be used for any information you wish to track for a customer or a market. You may enter a maximum of 999 UDIDS remark lines. APOLLO has a maximum 45 alphanumeric characters per line. The UDID number can be unique for each customer. UDID definitions included in the APOLLO Customer Profile Bar ensures consistent use and transfer to the PNR.

A corporate client has asked for travel management reports that contain information on his employees travel patterns, by employee number and department. Run some sample reports to test how the information should be captured and stored. By assigning a UDID for employee number and requiring the department for each passenger, a report can be run to your customers specifications.

Note: Any agency having a conflict with the Client Remarks field of a booking being interfaced to a UDID field, can ignore UDID formats in the Client Remarks field of a booking by entering **–nu** in the *Option* field on the Download screen. You must indicate an appropriate UDIDS number after the UD entry for *Trams* to sort the remarks correctly. The space following the UDID number is mandatory to allow for alphanumeric data.

Add employee number 9866 for a customer	T-UD1 9866
Add marketing information for the office	T-UD20 PROMO224
Add UDIDS at booking level	T-MS9S*VCRCCL*TT9*TF1000.00*CM0*UD1 SALES
To capture UDID for each passenger use the remark format	N:SMITH/JOHN*U1-FREEFLOW **(UDID format differs when used in name statement.)**
Add UDID for a specific ARC booking	T-MS201*UD2 EUROPE PROMO Note: 201 will link to air segment 1. The UDID information will apply to

	the booking that includes that air segment.

UDIDS can also be used globally to track market information for special promotions.

The agency has just started an advertising campaign to promote cruises. To test the effectiveness of the cruise promotions, a special marketing code was included in the advertisement. In one advertisement, clients were directed to request information on the "Year 2000 Cruise". In another advertisement clients were asked to request information on the "Millennium Madness" cruise. Both advertisements were promoting the same cruise. Each time a cruise was booked the sales agent entered the appropriate marketing code. *UD20 MKY2000* *UD20 MKMMAD* *A report was created in the Trams report generator, that included a UD1 field to compare the results of each advertising campaign. When run for cruise sales, and UDID1 with a value of MK, the report helped to determine which advertising campaign was most effective.*

Group Affiliation T-GP

Group affiliation can be entered by front office agents and linked to the invoice as an invoice group. This allows for reports on groups of invoices. Clients that belong to a group for reporting purposes can also be linked in *Trams* through the Client Profile as shown in the *Profile* section of the manual.

Group names can be defined in **Utilities|Setup|Groups**. The group name can be up to 10 alphanumeric characters. Group information received through interface using the T-GP entry is captured to the invoice and the payment group field (for the appropriate client payment closing the booking) for reporting and querying purposes. The group information can also be 10 alpha-numeric characters.

Note: The *Trams* client profile is not updated with group information through the interface process.

Add group ID to invoice and payment group fields	T-GPSUPERBOWL

Client Remarks T-RM free flow

Client remarks are interfaced to *Trams* with the T-RM entry. Remarks entered show on client statements and summaries, and are included in the report generator as both selection criteria and printable fields. *Trams* can accept up to 60 alphanumeric characters in the remarks field manually, but APOLLO has a maximum 45 characters per line.

Add client remark	T-RMCORP BILLING
Add client remark to a single booking	T-MS9S*VCRCCL*TT9*TF1000.00*CM0*RMCONFERENCE
Add remark as Passenger statement	N:SMITH/JOHN*REMARKS

(Remarks entered at the booking level or passenger level apply only to the booking or passenger.)

Passenger Statement Information N:Last Name/First*

Client remarks for a specific passenger are entered in the name field as passenger statement information. If information is preceded by *Trams* descriptor codes, the data is available for reports. The remark entered in the passenger name field is

included in **each** booking for the individual passenger. The field after the asterisk is used for up to 25 characters of information.

Add Passenger Specific Remarks	N:SMITH/JOHN*REMARKS
UDIDS can be passenger specific.	N:-SMITH/JOHN*U1-FREEFLOW Notice the U1- format used in the passenger statement field differs from the standard UDID entry.

Invoice Remarks T-IM

Invoice Remarks added with the T-IM entry appear when applying client payments. Up to 35 alphanumeric characters can be included in this entry.

Add Invoice remarks	T-IMFAMILY PLAN T-IMJACOBS GROUP DEPOSIT

Fare Savings Report Information

Trams can receive Fare Savings report information through interface. This data becomes part of the expanded booking information and is used to create Client Fare Savings Reports. The Fare Justification code is entered with the T-FJ entry and should match a Fare Code table you create in *Trams*. (See the *Trams* INTERFACE SETUP section to define and enter Fare Justification codes. Also, see the REPORTS section of the *Trams* User Manual to for additional information on running Fare Savings Reports.)

Add Fare Justification Code **Add the Full Fare amount** **Add the Low Fare amount**	T-FJEX T-FF638.00 T-LF68.00
Add fare savings for a Non ARC booking	T-MS10S*VCWN*TT1*TF69.00*CM10 T-MS10*CF123456*FPCHECK*SG T-MS10***FJEX*FF638.00*LF68.00** ***Note:*** Use the passenger association for multiple tickets with different fare savings amount. T-FF638.00@PSMITH/JOHN T-FF340.00@PJOHNSON/DAVE
Fare Savings for Specific ARC Booking	T-MS10*FVXXX.XX*CMYYY.YY*TFZZZ.ZZ X=Face value of the amount of ticket that appears in the face value field in Expanded Fare Info tab; Y=The commission earned by agency; Z=Total Fare collect from the agent.

Face Value and Income Earned T-FV

Discounted ARC transactions can interface properly using a face value descriptor code. Enter the fare charged to the client with the T-FV entry followed by the net commission earned (commission minus discount). Assuming a discount ARC transaction that is ticketed at full fare, enter the client total fare as FV and the commission minus the discount as the net commission.

Add the total fare followed by the net commission (after discount).	T-FV2400.00*60.00
Add the total fare followed by the net commission (after discount). In this example 0.	T-FV350.86*0 ***Note:*** Use the passenger association for multiple tickets with different face value amounts. T-FV400.00*60.00@PSMITH/JOHN T-FV350.86*0@PJOHNSON/DAVE

Example: *An ARC ticket for $385.95 is sold to the employee at a net fare. By entering the above information for Face value, Trams captures the correct amount to be collected from the employee, the 0.00 commission earned, and the real value of the ARC document from the ticketing information. Trams interprets the transaction as follows for accounting and the ARC report.*

The invoice reflects the amount to collect from the customer in the total fare. Base fare and Taxes can be changed manually, but neither affects the ARC report.

Total Fare:350.86|Base Fare:324.91|Taxes 25.95|Commission:0.00

The expanded fare information screen reflects the Face Value of `385.95`

The ARC report shows the correct totals for reporting to ARC.

Gross Fare:385.95|Commission:35.09|Rate:10.00|Net Remit:350.86

This is not to be used for Credit Card transactions to ARC. Discounts on Credit Card transactions should be handled with a Refund for the discount.

Invoice Branch Override T-BR

Trams uses the ARC/BSP number to interpret and sort invoices by branch during the interface process. You can override the branch designation with the T-BR entry in APOLLO if necessary. *Trams* can track up to 249 branches. The main branch should be defined as branch zero (0) in *Trams* **Utilities|Setup| Branches.**

Override to specific branch and associated ARC/BSP number	T-BR7
Override to specific branch and different ARC/BSP number	T-BR7*01234567

Form of Payment Override T-FP

Trams receives the APOLLO form of payment or FOP through interface. This entry is not required for most APOLLO invoicing. In the rare case that you need to override the FOP generated by APOLLO you can send a different form of payment to *Trams* with the T-FP entry. Since only one form of payment is valid at the invoice level, these entries override the APOLLO form of payment. Valid entries include:

CH for Check CASH for Cash Any other entry after T-FP is seen as a CC.

Ignores the APOLLO Form of Payment message	T-FP
Override with check FOP	T-FPCH
Override with cash FOP	T-FPCASH
Override with CC FOP	T-FPAX304172345667

*To add expiration date for credit card reconciliation use: *XPMMYY*

Segment Information

An accurate Fare-by-Leg for non-ARC/BSP air bookings, or ARC/BSP bookings that do not have the Fare-by-Leg included, is calculated by using a mileage formula when mileage is present in the interface record. When mileage is not present in an interface record then Fare-by-Leg is be calculated as presently done, by dividing the base fare by the number of Origin/Destination trips.

Capturing Foreign and Local Currency

Trams captures Foreign Currency and Local Currency for each booking where both are present. The local currency populates the General Tab Total Fare and the Foreign Currency populates the Total Fare on the Foreign Currency Tab.

Note: We read automated HK segments when both local property currency and local agency currency are included in the PNR. We capture Foreign Currency and Local Currency for each booking where both are present.

Mileage

Trams captures segment mileage if present in the MIR. The mileage is recorded under the segment tab of the invoice booking. This information may also be entered manually in Trams.

Partial Payment T-PP

Trams has the ability to interface a *Partial Payment*. Only one partial payment is allowed per booking. The partial payment applies to the invoice level and not the booking level. No credit card (CC) transactions can have a partial payment, only Cash/Check & CC Merchant payments. You must have the box "Allow Cash/Ck Payments" in **Utilities|Setup|Global Defaults|Interfacemailmerge Prompt** checked, or this partial payment enhancement will not be active for the Cash/Check partial payments, but, is not required for the CC merchant partial payment to interface. The entry for your GDS needs to contain (amount), (form of payment), (Check or CC Number/expiration date for CC Merchant). All other forms of payment are ignored, including the form of payment in the T-MS line when the T-PP entry is present:

Cash	T-PP100.00*CASH
Check OR CKHECK OR CK	T-PP100.00*CHECK*5432
Cheque	T-PP100.00*CHEQUE*5432
Credit Card Merchant	T-PP100*4855265986325645/0504

DESCRIPTOR CODES - Valid at Invoice Level

Descriptor codes entered as an APOLLO Ticketing remark cannot be strung together and applies to the entire invoice. APOLLO allows a maximum of 45 alphanumeric characters in the T- ticketing remark. APOLLO descriptor codes valid with the T- entry are not interpreted unless defined here.

T-[code][data]

Code	Length	Description	Example
AN	10	Alphanumeric Customer ID must match Interface ID in client profile	AN3106418726 ANUNIVERSITY
FV	13	Face Value of ARC/BSP document for discounted A/R transactions Face Value Per passenger	FV1200.00 FV1200.00*300.00 FV1200.00*300.00 FV1200.00*300.00@PSMITH/JOHN
FJ	2	Fare Justification Code as defined in Utilities/Setup/Fare Codes Fare savings code per passenger	FJA FJEX FJEX@PSMITH/JOHN
FF	13	Full Fare for Fare Savings Tracking Full Fare per passenger	FF650.00 FF650.00@PSMITH/JOHN
LF	13	Low Fare for Fare Savings Tracking Low Fare per passenger	LF69.00 LF69.00@PSMITH/JOHN
MI	10	Indicates the marketing ID (code) (IC's client profile *Interface ID*) for each invoice created by the IC who chooses not share their client profile information with the Host agency (single *House Account* client profile).	MIXXXXX
UD	60	User Defined Interface Data is used for any customer data you would like to track for reporting purposes	UD1 COUPON PROMO UD2 EMP NUMBER
GP	10	Group affiliation for invoice and payment reporting purposes	GPTAHITI97
IM	35	Invoice remarks	IMFAMILY PLAN
RM	45	Client remarks show on client statements and summaries	CMCORP BILLING
DP	20	Department	DPSALES DP00234

SA	- 10 11 16	To ignore the booking agent To override booking agent To override comm % To add Sales Agent Remarks	SA SA32 SAMM[]25 SA8M[]30[]CRUISE PROMO
OA	10 11 16	Outside Agent added to booking Commission % or Amount overrides % in Agent Profile Sales Agent Remarks	OA44 OA70[ ]30 OASUE[ ]30[ ]UA OVERRIDE
BR	12	To override the agency branch number ONLY. To override the ARC/BSP number of the branch override to a different branch.	BR99 BR99*01234567
FP **FPAR**	45	Interface No form of payment Form of payment check Form of payment cash Form of payment credit card AR (Accounts Receivable) can be added for use with *FP at the Invoice and Booking levels. When the *Allow Cash/Check Payments* option in the **Utilities|Setup|Interface Mailmerge** tab is checked and the *FPAR override format is added, the invoice bookings interface as *Open* and appear on Client Balances & Statements.	FP FPCK FPCASH FPAX3782443987654 FPAR Enables agencies to streamline the processing of receipts in the back office
IC	10	Independent Contractor code. The IC Agency enters the IC code from the "Host" Agency. (For more details, see the TBO Manual or Help Screens)	ICxxxxxxx
IN	8	override the GDS Invoice Number	IN123456
IX	1 1 1	International Indicator Transborder Indicator Domestic Indicator *Affects BSP only at Invoice level	IXI IXT IXD

PP		Partial Payment Cash	PP100.00*Cash
		Partial Payment Check	PP100.00*Check*5432
		Partial Payment CK	PP100.00*CK*5432
		Partial Payment Cheque	PP100.00*CHEQUE*5432
		Partial Payment CC Merchant	PP100.00*4888602388226584/0504

DESCRIPTOR CODES - Valid at Booking Level

Many transactions can be entered via the APOLLO T- ticketing remark. This entry does not affect the APOLLO invoice, but is included in the APOLLO MIR to *Trams*. Descriptor codes tell *Trams* what type of data you are transmitting. Remember APOLLO allows up to 45 characters in the T- line. For samples of transactions that use descriptor codes see the section titled non-ARC Transactions.

T-MS[segment #]*[descriptor code][data]

Code	Length	Description	Example
VC	10	Alphanumeric Vendor Code should match Interface ID in vendor profile	VC002505 VCRCCL
VN	40	Vendor Name should match Name in Vendor Profile	VNPRINCESS CRUISES
TT	10	Travel Type number or description from **Utilities|Setup|Travel Type**	TT4 TTSHIP FINL
TY	2	To change the Travel Type on an automated ARC/BSP.	TYXX
TF	13	Total Fare (amount charged to Client)	TF595.00
CM	7 13	Commission override percent% Commission override Amount	CM15 CMA25.50
SB	3	Submit To override	SBCOM SBSUP SBARC
BF	13	Base Fare	BF421.48

FB		*FB override on the MS line to set the fare basis code for all segments linked to the booking.	*FB on the MS line
TX	13	*TX[optional tax id][amount with decimal]*TX[optional tax id][amount with decimal]	TX25.00 **Note:** Tax codes may be entered individually in the following format: TXUS13.00*TXXT3.00*TXXY6.00
IN	1 1 1	International Indicator Transborder Indicator Domestic Indicator	INI INT IND
GQ	1	*VALID IN BSP VERSION ONLY* A=No GST or QST B=GST only C=QST only D=GST and QST	**Note:** TBO automatically zeros out GST/QST/VAT on commission for International Air Bookings processed via Interface GQA GQB GQC GQD
GC		Overrides the auto-calculations on GST	GC10.00
QC		Overrides the auto-calculations on QST	QC5.00
AL	2	Validating Carrier [mandatory for ARC/BSP transactions entered with MS line]	ALUA
CF	24	Confirmation number	CF123456789
TK	20	Ticket number [mandatory for ARC/BSP transactions entered with MS line]	TK8031234567890
SG	**0**	No data required - captures segment information from Air	SG

		segment in PNR on non-ARC/BSP suppliers	***OR*** SG 01 02 03 04 (to specify air segments, include segment number)
FV	**13**	Amount collected for ARC/BSP document for discounted/markup A/R transactions	FV1200.00 FV1200.00*300
FJ	**6**	Fare Justification Code as defined in **Utilities|Setup|Fare Codes**	FJA FJEX
FF	**13**	Full Fare for Fare Savings Tracking	FF650.00
LF	**13**	Low Fare for Fare Savings Tracking	LF69.00
PN	**30**	Passenger Name	PNJOHN SMITH
NP	**2**	Number of Passengers for Car Booking	NP3
NR	**2**	Number of Rooms for Hotel Booking	NR1
DE	**10**	Car/Hotel Description	DEICAR DESNGL
DP	**20**	Department Information	DPSALES DP00234
SA	**--**		
	10	Add booking agent	SA32
	11	Override Commission%	SAMM[]25
	11	Override Comm amount	OA70[]$50.00
	15	Sales Agent Remarks	SA8M[]30[]CRUISE PROMO
OA	**10**	Add Outside Agent	OA44
	11	Override Commission%	OA70[]30

	11 **16**	or Amount overrides Sales Agent Remarks	OA70[]$50.00 OASUE[]30[]UALSPCL
FD	**7**	Final Payment due date for reports	FD03MAY98
FA	**9**	Final Payment Amount	FA3000.00
FC	**9**	Final Commission Amount	FC360.00
VR	**45**	Vendor Remarks print on Vendor statements	VRNONREFUNDABLE
RM	**45**	Client Remarks print on Client statements	RMCORPCHARGE
ED	**7**	End date or Arrival date	ED30JUN98
SD	**7**	Start date or Departure date	SD22JUN98
IT	**45**	Manual itinerary	ITLAXSFOLAX
RL	**5**	Specifies a booking-level Record Locator	*RLxxxxx
UD	**60**	User Defined Interface Data can be used for any customer data you would like to track for reporting purposes	UD1 free flow
OT	**10**	Indicate the original ticket number for non ARC/BSP ticket exchanges	OT1234567890
EX	**3**	Indicate the ticket type for non ARC/BSP air	EXE Even Exchange EXR Refund Exchange EXA Add collect
CP	**1**	Client Payment Method used in conjunction with a valid Form of Payment entry 1=CASH 2=CHECK	CP1 CP2 CP3

		3=CREDIT CARD 4 = CC MERCHANT **Note:** Add credit card information to the CC Merchant format. 5=ELECTRONIC FUNDS TRANSFER (EFT) 6=OTHER 7= ACH OPTION to *CP override entry	CP4 or CP4*cccc cccc cccc/mmyy CP5 CP6 *CP7=ACH
XP	4	Credit card expiration date MM=Month YY=Year **Note:** may be used with the FP and CP form of payment codes on MS line only	XXPMMYY *CP4*FPAX12345678901234*XP0603
PD	8	Payable Date format DDMMYY	PD31AUG96
FP	21	Form of Payment overrides Apollo form of payment for individual booking	FPCK FPCHECK FPCASH FPAX334104230004311
BK		Alternate CC Merchant Bank Account	BK
CC	3	Currency Code	CCJPY
CV	10	Foreign Currency Amount	CV590.00
IG		Ignores an otherwise valid accounting line. For example, if you have a discount line that you would like to ignore, *IG on the discount line instructs TBO to ignore that line and not include it in the invoice.	*IG on the accounting line

Hotel and Car Segments

Standard APOLLO formats for booking cars and hotels interface to *Trams* without additional formats. *Trams* captures the segment as a Commission Track booking. (For a full list of descriptor codes used at the booking level, see the Descriptor Codes valid at booking level chart.)

Note: We calculate the total fare on interfaced Apollo hotel records based on the conversion rate in the conversion table under **Utilities|Setup|Conversion Rates** if the rate is present.

When processing Car and Hotel interface records, where there's a foreign currency and no equivalent local currency, we perform a lookup in the currency conversion table and use that rate if present. If no rate is found, the local currency is set to zero. For this feature to work properly, the TBO user must insure that Currency Codes and Conversion Rates are set up for each currency that may be interfaced, in **Utilities|Setup|Conversion Rates**.

Note: Automated hotels where the CC is used to guarantee the reservation, capture the Comm Track CC number in the *Client Remarks* field of the booking, with a message that says: 'Guaranteed to: VI ending in 5874'. This is what shows for the Comm Track Booking when included on the Printed Invoice.

If you do not want to capture the Comm Track CC Number, with the 'Guaranteed to:' message in Client Remarks, add an -*NG* to the *Options* field on the Trams Download Screen. Adding -NG ignores the C/C 'Guarantee' information on automated hotel bookings (Guaranteed To VI ending in 5874). The Comm Track Hotel CC number, with the 'Guaranteed to:' message, will not appear on printed invoices, and the Comm Track CC Number will continue to be captured in the *Comm Track CC No* field on the Expanded Fare Tab of the Booking.

Note: TBO excludes car vendor profiles when searching by Interface ID if there's a property code (i.e. Hotel). This prevents bookings from being processed to a car profile that has the same two letter code as a hotel chain code. In the past when a hotel property did not exist in Trams prior to interface, bookings could be processed to a car profile with the same ID as a hotel chain code.

When a -RC is placed in the Download options field, the capture of the full hotel rate type code is enabled. The code is captured in the booking Expanded Fare/Description field (BOOKING.CARDESC). Only newly downloaded transactions will be affected after the -RC is placed in the download options field.

Vendor Profiles

Vendor profiles are used in *Trams* for both Supplier and Commission Tracking bookings. Transactions booked directly through APOLLO have Vendor Interface ID numbers already assigned to them (i.e. Hertz = ZE). These existing ID's can be entered into *Trams* by going into Vendor Profiles in the field called Interface ID. *Trams* suggests adding these Interface ID's as records are Processed for each Vendor. For Vendor profiles already in the *Trams* system, the Interface ID's can be obtained from the reservation system. Refer to the APOLLO help desk for assistance.

For Vendors not booked directly through Apollo, a format can be added to the PNR indicating the Interface ID for the Vendor (*VC) or a Vendor Profile can be automatically selected by *Trams* during the process routine if it finds an exact match on the Vendor Name in both the Interface Record and in the *Trams* Vendor Profiles. *Trams* suggest an Apollo profile be built for the purpose of storing frequently used Vendor Names with ID's not booked directly through Apollo. This gives your agents one place to go to find the Vendor ID they need to complete a PNR.

When new vendors are created during the interface process, the travel category in the marketing tab of a new vendor profile is updated. This assists in determining the proper profile to link a transaction to during subsequent interface sessions when there are two vendors using the same interface ID.

Automated Hotel Segment

An APOLLO-booked hotel contains all the information needed for commission tracking. The total fare for hotel transactions booked through APOLLO is calculated by the number of nights multiplied by the nightly rate with a 10% commission default. To make a change to the commission amount, the invoice can be retrieved and corrected directly in *Trams*.

Note: For automated Hotel bookings, we read the G-CC field, if present, to populate the CommTrackCCNo with the credit card number used to guarantee the booking. For any Comm Track booking where no CommTrackCCNo is specified, we read the PNR FOP (if C/C) as CommTrackCCNo and capture on the Expanded Fare Tab of the booking.

To override data (i.e Total Fare, Commission) in the automated hotel segment, you need to create a 2nd segment with the same city, vendor, in and out dates and the Trams two letter codes (i.e. TF500.00) within pillows. Apollo sends two segments in a row and *Trams* combines them into a single booking. The hotel vendor code must match the hotel code in the original segment.

```
0TURBWBK1MAD01NOV-[ ][ ]*TF186.00*CM10[ ][ ]
```

Non-Automated Hotel Segment

Manually booked cars and hotels do not contain enough booking information to interface to *Trams*. If you are on MIR 92 and book a hotel in APOLLO using the `0HTL` format or a car using the `0CAR` format, you need to add information for *Trams* in the free flow area of the car or hotel entry. The free flow area of the APOLLO format begins with double pillows [][] and ends with double pillows [][]. Any data between the pillows does not print on the APOLLO invoice.

Additional accounting remarks added to hotel segment	0HTLZZBK1LAX21JUL-OUT27JUL/W-HILTON LAX[]123 MAIN ST[]LOS ANGELES[]CA[] 90035[]213-555-1562/[][]*VCHH0352*TF500.00 *CM15*CF526895332[][]
We'll read the following fields in the MK hotel segment from the O1- line	O1-/P-00006/H-FAIRFIELD INN MARRIOTT/R-B2E1/BC-I /P- Property Number /H- Property Name /R- Room Type/Rate Code /BC- Booking Reason Code -- reason populated in Vendor Remarks field

MS lines are not needed if using the above formats.

```
T-MS9C*VCHH0339*TF420.00*CM10*CFY3Z89Q*TT2*DESNGL
```

Automated Car Segment

Cars booked through APOLLO interface to *Trams* without additional entries. The total fare is calculated based on the rates booked. A commission of 10% is assumed for all bookings.

Non-Automated Car Segment

Manually-booked cars and hotels do not contain enough booking information to interface to *Trams.* If you are on MIR 92 and book a hotel in APOLLO us the 0HTL format, or a car using the 0CAR format, you need to add information for *Trams* in the free flow area of the car or hotel entry. In the free flow area of the entry, anything between the pillows does not print on the APOLLO invoice.

Additional accounting remarks added to car segment	0CARZZBK1CHI21JUL-27JULICAR/[][]*VC ZE*TF250.00*CM15*CF859632[][]

To include the car vendor on the customers invoice, replace "ZZ" with the two letter vendor code, i.e. ZE, or ZI.

Itinerary Updates T-HU

Trams reads Car, Hotel & Air Flight Change Itineraries from Apollo if requested using a T-HU remark prior to driving an itinerary only using the HBDIDJD type of command line. For all Apollo records, Trams reads *Itinerary* information transmitted from Apollo through the MIR created.

To create a MIR to drive a Paper Itinerary use: HBDJD#MIR DEVICE NUMBER#PSUEDO CITY CODE

To create a MIR without printing an itinerary: HBDJD.

Note: To enable this feature in Trams, use the option field in the Trams Download Screen or configuration.

option: **-J**

For all *Commission Track* Car and Hotel records or Air Flight Changes in the Itinerary, Trams interfaces and processes Non-Invoiced records and searches for existing invoices in the system by Record Locator. If no HU entry is entered into the Apollo PNR, then the itinerary only record is not read or processed by Trams. Any Tour or Cruise records are ignored. Only Car, Hotel and Air Flight Change records are read.

When TBO finds one or more invoices with the same Record Locator that is in the Itinerary Record, it voids any existing commission track records in any or all invoices and adds the most current CAR and HOTEL records only to the most recently dated invoice in the system. If exiting commission track records, do not exit in the invoices, new ones will be added. The most recent invoice in Trams contains the most recent Car and Hotel records generated.

For Apollo itineraries with a T-HU command in the PNR, certain air segment information (Arrival/Depart Dates & Times and Flight #s) updates existing Trams Invoices with this updated flight information by matching Invoices with the Record Locator Number.

Only matching segments [based on depart city] are updated. New segments are not added and existing cities are not changed (such as a new connecting city on the return).

If an Itinerary update doesn't find a matching invoice, a message is added to the processing log and the record is deleted. There is no chance to reprocess the record.

ARC/BSP Ticketing and Invoicing

The following procedures for ticketing and invoicing are examples for handling transactions that successfully interface to *Trams*. The formats shown with the HB entry assumes a valid ATFQ line exists. This is not meant to be a exhaustive list. For additional information on ticketing commands refer to your APOLLO documentation or Help references. Except as noted, your PNR can have a combination of ARC/BSP and non-ARC/BSP segments. Any billable non-ARC/BSP segments are entered using a special ticketing remark (**T-**) for interface to *Trams*, and entered prior to the ticketing command that drives the invoice and the MIR. *Trams* accepts a maximum length of ten digits for the invoice number. When setting up your TINS tables, do not exceed six digit invoice numbers (not including leading zeroes).

Note: ***Automated Full Refunds can be captured through Apollo interface.***

Note: Override the travel type on automated ARC/BSP transactions by using *TY.

Voided Tickets

Voided Tickets interface to TBO with the following rules. The invoice must contain only ARC/BSP ticket booking. The invoice must be open or paid by credit card, and the payment must only be applied to the invoice with the voided tickets. Invoices with multiple tickets will need to be adjusted manually. If you do not wish to interface voids, there is an option in the Global Default (**Utilities|Setup|Global Defaults**) menu where that option may be disabled.

Sample APOLLO Invoice & Ticketing Commands

HB **HB:**	Generates invoice/ticket/MIR (HB for autopriced and HB: for stored fares)
HBDIDTD	Generates invoice/ticket only (no MIR)
HBSNONE/DIDAD	Generates invoice/MIR with no air (cars, hotels, misc. non-air segments)
HBGID	Generates itinerary only, with amounts (no invoice/no MIR)
HBDIDAD	Generates invoice/MIR for air but no ticket (hand-written tickets)

Issue Automated ARC/BSP Ticket

Create the APOLLO PNR and issue the ticket and invoice with the following format: **HB**

Issue Invoice for Hand ARC/BSP Ticket

Create the APOLLO PNR, and add a Ticket Remark with the hand ticket number or numbers, if conjunctive:

T-TK-8031234567890

T-TK-8031234567890-891

Create an APOLLO Fill-In Format with the correct fare information if PNR does not Autoprice. Issue the invoice with the format: **HB: DIDAD**

IMPORTANT: Only 1 TK-number is read per invoice when entered as a hand ticket. Additional passengers and ticket numbers must be entered in an MS line. See the descriptor code table for optional entries at the booking level.

To add 2nd ticket information.	T-MS9A*ALUA*TT1*CM8*TK1234567890*FPCH*SG T-MS9*PNJONES/DAVE*TF250.00
To add 3rd ticket information.	T-MS10A*ALUA*TT1*TF250.00*CM8*TK1234567891 T-MS10*FPAX3742123456789*SG*PNSMITH/JOHN

Issue ARC/BSP EXCHANGE Ticket

(See the APOLLO Help screen "Help FEX" for additional information on Exchange formats.) Create the APOLLO PNR with the new itinerary, and drive the transaction using the following format:

HBFEX issues an exchange at the published rate

HB:FEX issues an exchange at the stored pricing rate

An Apollo Exchange format screen displays to enter the exchange information. Input an X in the Even box for an Even exchange. APOLLO prompts for the Form of Payment of an Add Collect.

Note: For non ARC/BSP transactions to interface with an exchange, you need to select the option *Allow CommTrack on Exchanges.* (**Utilities|Setup|Global Defaults|Interfacemailmerge Prompt**.)

Issue Invoice for Prepaid Ticket Advice (PTA)

Create the APOLLO PNR, and add Ticket Remark with the Prepaid Ticket indicator, Prepaid Charges and Prepaid Ticket number.

PTA Indicator	T-PT
With 35.00 PTA Charge	T-PF-35.00
PTA Ticket Number	T-TK-8011234567

Create an APOLLO Fill-In Format with the correct fare information if PNR does not Autoprice. Issue the invoice with the format: **HB:DIDAD**

Issue Invoice for Misc. Charge Order (MCO)-Option #1

Trams assumes a Travel Type of AIR for MCO's created with the following format. This can be modified in the *Trams* invoice after processing. Create the APOLLO PNR, and add a Ticket Remark with the Miscellaneous Charge Order number, Base Fare, Tax and Commission:

Tax codes are optional entries; commission added as a percent: **Commission added as a dollar amount**	T-TK-8051234567[]500.00[]45.00[]10 T-TK-8051234567[]500.00[]45.00[]$22.50

Issue the invoice with the format: **HB:DIDAD**

Note: When doing an MCO for senior coupons, the airline information does not interface across (e.g. 2-letter airline code-AA). Therefore, the two-letter airline code must be entered manually in *Trams* after processing the interface records, or use alternative # 2.

Issue Invoice for Misc. Charge Order (MCO) - Option #2

By including a T-MS format before generating the APOLLO Invoice for an MCO, *Trams* can capture the correct airline and travel type through interface, without modifications. Create the APOLLO PNR with a miscellaneous segment for the MCO, and add the T-MS formats (Miscellaneous Non-Air Segments) described below for the information desired. Use a segment number larger than in the PNR.

T- format can also be used for tours paid with an MCO	T-MS9A*ALUA*TK8051234567*TT5*TF500.00*CM8 ***or*** T-MS9A*ALAA*TK8012344499*TT10*VNFLYAWAY T-MS9*TF2200.00*CM$320.00

Generate invoice and interface record (Invoice/MIR-No Air), using the following command:

HBSNONE\DIDAD

Automated MCO for Service Fees

OPTION ONE

Apollo does not create a MIR that contains both the MCO and ticket data. Hence, two MIRS are created one for the MCO and one for the other transactions. The MIR with the MCO interfaces to Trams, but does not include an invoice number. A second MIR is interfaced that includes an invoice number with the other transactions for the customer. The Trams operator then needs to assign an invoice number to the MCO Invoice during the interface process (in Trams). The T-MS line (for the service fee) is **not** needed for this option.

OPTION TWO

To Interface both the MCO and the other transactions in the PNR to the back office in one invoice, the following steps are required. Enter the T-SF remark for invoicing, being sure to add the service fee amount (T-SF-35). Next, issue the MCO for the amount, using the following entry: **HHSF$35.00**

Note: If after typing HHSF entry, it says MIR created, you need to call APOLLO and change the MPD-Y on the MMTD screen, to not MIR the MPD's (automated MCO's).

Re-display the PNR and make note of the MCO number. Enter the MCO number in the T-MS line as shown in the example below.

Commission added as a dollar amount	T-MS9A*ALXD*TK8012344499*TT11*TF25.00*CM$25.00 T-MS9*FPCC5265897485125645*XP0505

Enter the HB to invoice and generate all other documents.

Discounts

RM*MS line entries with a negative total fare and commission amount (i.e refund or discounts) must now have an TBO FP code to indicate form of payment (FPCASH). If the FP code is absent, the payment will be read from the invoice FOP.

T-MS25S*VCDISCOUNT*TF-25.00*TT1*CM$-25.00*FPCASH

OB Fees

Trams reads the OB airline ticket fee from Apollo/Galileo MIR record. This fee is being treated as a tax by BSP/ARC therefore to properly reconcile the BSP/ARC report and to see the OB fee broken out, the OB code must be added to Utilities/Setup/Global Defaults/Tax Related Tab. The Tax code to place in tax code field 1,2,3 or 4 is OB. To ensure the OB fee is not combined with any other taxes, ensure the code is added to a tax field that is not currently be used to

capture any other taxes. Additionally the Read Multiple Taxes option under **Utilities|Setup|Global Defaults|Interface Mailmerge Tab** must also be enabled (checked).

Ancillary Airline Charges EMD

Separate booking records for each EMD accounting line are created in the TBO invoice. The submit to field defaults to ARC/BSP (as these transactions are reconciled through ARC/BSP). The travel type field will be triggered by the travel category of 'Other' (the first one in the travel type list).

In each booking record, a notation of the EMD charge type is placed in the remarks tab in the client remarks field and the number of passengers the fee applies to is placed in the number of rooms/cars field in the expanded fare tab.

Non-ARC/BSP Supplier Invoice

Issuing invoices for non-ARC/BSP items is dependent on using a special Ticket Remark called an Accounting Remark line. To interface to *Trams* the following (**T-MS**) format must be included in the PNR before invoicing. These miscellaneous segment entries do not appear on the APOLLO invoice. Set the “Interface Supplier Payments” flag in **Utilities|Setup|Global Defaults** to YES in order to capture the Form of Payment for supplier bookings. The following format shows the mandatory fields required by *Trams*. Use a segment # larger then the segments in the PNR.

T-MS[segment #][booking type]*VC[vendor code]*TT[travel type]*TF[total fare]*CM[commission]

Trams offers three booking types. Travel types are defined in *Trams*.

A = ARC/BSP	Assumes a client payment and net remit to ARC/BSP
S = Supplier	Assumes a client payment and a net remit to the Supplier/Vendor
C = Commission Track	Assumes no client payment to be received. Allows for tracking of commissions due from Supplier/Vendor. Defers accounting of the sale until the income is received from the Commission Track vendor.

The transaction examples that follow are samples of how a transaction can be entered for successful interface to *Trams*. **This is not meant to be an exhaustive list.** The descriptor codes available at the booking level are listed in the Descriptor code chart. The travel types are defined in *Trams* under **Utilities|Setup|Travel Types**. *Trams* needs only those shown above to recognize a complete transaction. APOLLO allows 45 characters in the T- line. The segment number represents a booking. Use a different segment number to add additional bookings, identifying the booking type only in the first line of each segment.

Issuing Invoice for Non-ARC/BSP Air

A non ARC/BSP air ticket can be sold as a supplier or comm track booking. If you submit and reconcile to a weekly or monthly sales report for the supplier showing a net remit based on the FOP, you may want to use supplier booking type, regardless of the form of payment. A supplier booking with a CC form of payment shows on the vendor core report as commission due from the vendor. For CC transactions, that are not submitted with weekly reports, the comm track option works well. The booking type determines how the sale is accounted for.

A supplier sale with optional taxes and segments included.	T-MS9S*VCWN*TT1*CM10*CF123456*FPCASH*SG T-MS9*TF102*TXUS9.27*SD10OCT00*ED16OCT00
A comm track sale to account for CC FOP booking.	T-MS9C*VCWN*TT1*TF69.00*CM10*CF123456*SG (The CC number is not needed if the booking type is Commission Track)

*The *SG descriptor code can be used to capture the segment information for non-ARC/BSP transactions to be available*

*for reporting purposes in Trams. This *SG entry has been expanded to allow the user to specify which segments are to be included. The format is "*SG 01 02 03 04" where each segment number is separated by a space. You are now be able to specify the proper segments for each booking in an invoice.*

Supplier Exchange Ticket

Trams reads a supplier exchange ticket even when an ARC/BSP sale is in the same invoice, when entered at the booking level using MS line options.

For example:

T-MS25S*VCWEBAIR*TT1*CF1234567890*SG*EXA

T-MS25*BF201.00*TXXG14.07

T-MS25*FPVI12345678901234*XP1107

Issuing Invoice for Tour Deposit

Create a valid tour segment in the PNR, and add an appropriate accounting line greater than the segments in the PNR. The data entered after the T- can be read by *TRAMS* using valid booking descriptor codes.

A supplier sale showing the total deposit.	T-MS9S*VCBRENDAN*TT9*TF1000.00*CM0*FPCK T-MS9*CF37842*FA3000.00*FC320.00*FD03JUN00

Booking level codes FA, FC, and FD are used to track future payments in *Trams* report generator.

Issuing Invoice for Tour Final Payment

If using the same PNR for the final payment, be sure to modify the accounting information before driving the new invoice.

A supplier segment showing final payment and full commission.	T-MS9S*VCFLYAWAY*TT10*TF1000.00*CM$320.00 T-MS9*CF9812345*FPCK
A comm track booking to account for a CC FOP on final payment.	T-MS10C*VCFLYAWAY*TT10*TF1000.00*CM$320.00 T-MS10*CF9812345 **Note:** The cc number is not needed if the booking type is Commission Track

Issuing Invoice for Cruise Deposit

Create a valid cruise segment in the PNR, and add an appropriate accounting line linked to the segment type sold. The data entered after the T- can be read by *Trams* using valid booking descriptor codes.

A supplier segment for today's deposit.	T-MS9S*VCRCCl*TT4*TF1000.00*CM0 T-MS9*CF1234455*FA3000.00*FC320.00*FD03JUN04

Booking level codes FA, FC, and FD are used to track future payments in Trams report generator.

Issuing Invoice for Cruise Final Payment

If using the same PNR to for the final payment, be sure to modify the accounting information before driving the new invoice.

A supplier segment	T-MS9S*VCRCCL*TT5*TF2000.00*CM$320.00

	T-MS9*CF1234455*FPCK
Use a comm track booking to account for a CC FOP on final payment.	T-MS10C*VCRCCL*TT5*TF2000.00*CM$320.00 T-MS10*CF1234455

Issuing Invoice for Insurance

You may want to check the travel type table in *Trams* Utilities to verify a travel type for insurance sales.

Add supplier booking for Insurance paid by check.	T-MS9S*VCVOYAGEUR*TT7*TF20.00*CM$2.00 T-MS9*CF1073237842*TXCA1.80*FPCK
A comm track booking for insurance paid by CC.	T-MS9C*VCVOYAGEUR*TT7*TF20.00*CM$2.00 T-MS9*CF10732YR*TXCA1.80

Note: TBO captures the end/return date from the Apollo automated RBC insurance segment.

Note: Trams Apollo automates insurance segments and no longer requires the T-MS line for insurance bookings.

VALID IN BSP VERSION ONLY	
A=No GST or QST	GQA
B=GST only	GQB
C=QST only	GQC
D=GST and QST	GQD

Issuing Invoice for Service Fees

How Service Fee bookings are accounted for are often determined by the client form of payment options. You can enter 96.5% of the total fare or 100% of the total fare as the commission in TAFP bookings. The *Trams* operator may have a preference for how these are handled.

A supplier sale	T-MS9S*VCAGENCY*TT11*TF25.00*CM$25.00*FPCK
A supplier sale for CC FOP if the agency acts as the CC Merchant.Format includes the CC expiration date	T-MS9S*VCAGENCY*TTSVC*TF25.00*CM$25.00 T-MS9*FP334733056789001*CP4*XP0406

Travel types are defined in *Trams* **Utilities|Setup|Travel Types**. *Trams* can interpret the travel type by Number, Name, or Category.

Split Form of Payment

Trams processes payment information at the invoice or booking level. This allows a different FOP for each booking. A single booking, however, should include a single FOP to account for the total fare and commission breakdown to the vendor. When receiving a split form of payment from the customer for a single transaction, account for the transaction with separate bookings. This records the proper fare and commission totals for clients and vendors.

Create segments that reflect the correct distribution of the split payment received.	T-MS9S*VCRCCL*TT4*TF300.00*CM0*FPCCAMEX T-MS10S*VCRCCL*TT4*TF700.00*CM100.00*FPCK